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Date: July 22, 2008 Name: Christopher T. Sukhaphadhana Reg. No. 56,255 Signature: /Christopher T. Sukhaphadhana/

Case No. 10022-397

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

In re Application of:

Andrew E. Fano et al.

Examiner: William J. Deane, Jr.

Serial No: 10/663,592

Group Art Unit: 3622

Filed: September 15, 2003

Conf. No.: 3285

For: REMOTE MEDIA CALL CENTER

**AMENDMENT**

Mail Stop Amendment  
Commissioner for Patents  
PO Box 1450  
Alexandria, VA 22313-1450

Dear Sir:

In response to the Office Action dated March 25, 2008, please enter the following amendments and consider the following remarks.

The amendment to the specification begins on page 2.

The amendment to the claims begins on page 3.

The remarks begin on page 21.